

## **DIRECTOR OF MORTGAGE LOAN SERVICING**

**APPLICATION DEADLINE IS TUESDAY, DECEMBER 8, 2015 AT 11:59PM**

**Division:** Single Family Programs  
**Reports to:** Sr. Director of Single Family Programs  
**Location:** Nashville, TN  
**Full-time/Part-time:** Full-time  
**Salary Grade:** 122  
**Monthly Salary Range Minimum:** \$7,327  
**FLSA Classification:** Exempt (03)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

**POSITION SUMMARY:** Develops, executes, and maintains a mortgage loan servicing implementation plan that includes sound policies and procedures that are appropriately documented; preparing an operations plan that includes staffing requirements, any third party compliance monitoring requirements, facility recommendations and any contractual or regulatory requirements associated with opening and running a servicing operations site; and hiring, adequately training, and managing staff to meet and exceed department goals and objectives.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Essential duties and responsibilities include the following. Other duties may be assigned.

- Directly supervises staff; interviews, makes hiring recommendations, and trains employees; makes assignments and monitors work; develops employee skills and encourages growth and development; reviews and evaluates employee performance; addresses workplace issues and provides guidance, coaching, and disciplinary measures for staff; addresses personnel issues in conjunction with appropriate leadership and the Human Resources division.
- Oversees the Mortgage Loan Servicing Division; develops and maintains effective and efficient work flows for all aspects of Loan Servicing and initiatives to ensure that these are handled in a timely and effective manner and to ensure compliance with all THDA program guidelines, policies and procedures, as well as Federal and State regulations and procedures.
- Designs, launches, and maintains a mortgage loan servicing oversight plan, policies, and procedures that specifically address all contractual and regulatory requirements with the intent that THDA will self-service THDA mortgage loans.
- Manages the oversight of sub servicers and their vendors and tracks their progress against service level agreements and other requirements through frequent report analysis, meetings, loan level audits, monthly settlements, hold backs, and servicing results to ensure all agreements are accurately executed.
- Provides leadership to ensure quality monitoring of mortgage servicing is performed with adherence to federal regulations, including Regulation X: Real Estate Settlement Procedures Act (RESPA), Regulation E: Electronic Funds, Regulation Z: Truth in Lending, Homeowners Protection Act (HPA), Flood Disaster Protection Act, and Service members Civil Relief Act (SCRA), and that comprehensive management reports are produced and distributed on a scheduled basis and any issues identified during monitoring are remediated promptly.
- Maintains effective working relationships with financial institutions across the state participating in Mortgage Loan Servicing programs.
- Supervises the servicing of THDA mortgage loans for compliance within the organization and Internal Revenue Service (IRS) regulations for all of the homeownership loans.

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- Keeps abreast of administrative methods and techniques used in department computer applications, data processing and general loan servicing.
- Keeps apprised of federal, state and Consumer Financial Protection Bureau (CFPB) laws and regulations that affect department activities.
- Presents THDA staff recommendations and communicates and reviews current or developing servicing related topics/concerns or standards to the THDA Executive team, THDA Board of Directors, THDA Advisory Boards or appropriate Federal, State or non-profit affiliates.
- Conducts team meetings of servicing personnel.
- Confers with the Senior Director of Single Family Programs or others within the organization as appropriate to discuss operational problems or explain procedural changes or practices.
- Develops and implements systems and processes to establish and maintain manuals for the servicing process.
- Attends and participates in conferences and meetings to include but not limited to National Council of State Housing Agencies (NCSHA), Housing Finance Agency groups, Federal, State and private mortgage industry related associations.
- Prepares necessary financial reports as required by program type and funding source.

## **MINIMUM QUALIFICATIONS**

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

### **Education and Experience:**

- Bachelor's degree in business administration or related field.
- Four years of management experience.
- Ten plus years of experience in Mortgage Loan Servicing preferred. Must have an in-depth knowledge of mortgage loan servicing rules and regulations.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

### **Knowledge, Skills, Abilities, and Competencies:**

- Ability to effectively manage staff; ability to plan, schedule, and evaluate the work of others, delegate work assignments, and set expectations.
- Extensive knowledge of the methods and practices of mortgage loan servicing.
- Knowledge of public and commercial loan practices.
- Knowledge of Community Reinvestment Act (CRA) requirements.
- Knowledge of homebuyer education platforms.
- Knowledge of Federal Housing Administration (FHA), Veterans Administration (VA), United States Department of Agriculture (USDA) and Private Mortgage Insurance (PMI) regulations in the field of mortgage loan servicing.
- Ability to provide vision and leadership, and to effectively contribute to decision-making affecting THDA strategy.
- Ability to build and maintain positive relationships with the THDA's Board members, Executive Team, Leadership Team, and staff.
- Ability to think creatively and work independently.
- Possesses superior communication skills, both written and verbal, to effectively address all levels within and outside of THDA.
- Maintains credibility through sincerity, honesty, integrity, and discretion.
- Possesses strong organizational skills.
- Prioritizes and plans work activities well; uses time efficiently.
- Consistently meets deadlines.
- Maintains a high level of confidentiality.
- Documents regularly, thoroughly, accurately, and completely.
- Ability to effectively manage complex projects while working under pressure to meet deadlines.
- Detail oriented, logical, and methodical approach to problem solving.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

**Special Demands:**

The special demands described here are representative of those that must be met by the Director of Loan Servicing to successfully perform the essential functions of this job.

- Current, valid driver's license from domicile state and ability to drive.
- Occasional in-state and out-of-state travel, including overnight travel.
- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

**EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER**

**PLEASE VISIT OUR WEBSITE AT [WWW.THDA.ORG/CAREERS](http://WWW.THDA.ORG/CAREERS) AND FOLLOW THE ONLINE APPLICATION INSTRUCTIONS**

**APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION**